

Subject: Workflow and communication
From: Kari <karin.e.mcgregor@gmail.com>
Date: 18/09/2012 1:00 PM
To: tzm-core-team@googlegroups.com

Heyhey,

So - thought I'd start a new thread with some clarity - not least because I want to get away from the awful subject line of the last one that I think is negatively affecting our ability to address the issue on the table here!

OK - what I would like to do is tidy up some of the workflow and communication. Now, we don't have regular meetings, and perhaps don't need them if our workflow and case-tracing is clear and transparent. Perhaps then we could just have occasional meetings for the sake of things that are best discussed by voice rather than text (less gets misunderstood that way).

I think a lot can potentially get lost in email communication and tasks can easily slip through the net. We do, however, have the Trello board for task management - just it's not being used much. Could I put in a request for everyone to join the Trello board (linked in the footer of this google-group email)? If anyone can't join it it may be a matter of asking the admin for an invitation (I think that just means you set up a Trello account, and then inform Miguel (if I'm not mistaken, Miguel is admin in this case) of your username in this case - and he'll invite you to the board and you can start playing). I tend to find Trello really useful in cutting out noise and just getting the job done.

So - if we would all take part in organizing our workflows transparently on Trello I think that would be a good start. Once we can see what others are responsible for and working on then we can be sensitive to workload, not pile extra pressure on individuals, and perhaps even offer to lend a hand where we see our skills could fit in. We all have priorities that we would love for other people to rate as top priority. In the real world it doesn't work that way - our skills sets fit different things, and our views are skewed toward whatever we can get involved in. However, if we at least demonstrate what we are working on in a transparent manner then we can all be sensitive to one another and help out when/where needed.

If anyone has better/other suggestions as to how to best manage communication and workflow I'd love to hear them. I want to get away from talking about talking, and start talking about doing - in the hope that we can all just get on with the all-important doing!

When it comes to absence - of course we're all entitled to take breaks to avoid burnout, etc - we need to deal with plugging gaps. The coordination protocol (attached) deals with this as regards chapter coordinators. However, we don't have a clause for those with responsibilities that are not at local, regional, or national chapter level. My feeling is that the same process should apply, as it makes sense for it to. However, it may need to be stipulated and agreed upon... although I'm not overly fond of adding to protocols and procedures... I prefer to operate on a basis of accountability and trust where possible, as that's relevant to the centre-out change that's required in a cultural mindset-shift. Anyways - just pointing out that a procedure exists, and has been agreed to - and it would be fair for us to uphold it.

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K McGregor